

Updated Action Plan for Cheshire West and Chester Council

Audit date: 29-30 March 2011

Action Plan updated: 23 January 2013 and 13 May 2014

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
3.1.4 Further develop the Service Delivery Plan and ensure that it covers all areas of the Service Planning Guidance in the Framework Agreement, including the monitoring, inspection and enforcement arrangements and the financial allocation for imported feeds. Ensure the Plan is approved by the appropriate Member forum or delegated senior officer. [The Standards – 3.1]	31/08/11	Review Service Delivery Plan as suggested. Confirm approval of arrangements and financial allocation with the delegated senior officer.	Completed	The Service Plan has been developed and updated in line with the Recommendation. However, Food and Feed Plans for 2012/13 were not approved by the Director of Service. A number of issues led to this situation and these were resolved to allow for the 2013/14 plans to be approved in a timelier manner.

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
<p>3.1.6 Set up, maintain and implement a document control system to ensure that documented imported feed procedures are reviewed and updated regularly and updated regularly to ensure they reflect current legislation and centrally issued guidance. [The Standard – 4.1 and 4.2]</p>	<p>31/10/11</p>	<p>Introduce a document management system based on the previous system - which was in compliance with ISO 9001 and externally accredited by BSI. Improvement date agreed with the Quality Assurance and Case Management Officer and to allow input from the new Animal Health/ Feed Lead Officer.</p>	<p>Completed</p>	<p>Quality Assurance and Case Management Officer appointed. It has been agreed that Feed Procedures will take priority and be developed in the first tranche of documentation. In-house Lead Auditor attended on 12/09/11 to ensure sufficient staff is trained and competent to maintain a Service wide document control system. Document control system developed.</p> <p>Quality control documentation has been implemented. Procedures have also been implemented and others are in draft form. Draft procedures to be implemented as soon as possible. An officer is in place to administer the quality system to ensure that documents and procedures are updated on a regular basis. Documents are stored on a shared drive.</p>

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
3.1.12(i) Review the documented procedure for the authorisation of officers and ensure that the level of authorisation is linked to the level of qualifications and competence required by the Feed Law Code of Practice and any centrally issued guidance. [The Standard – 5.1]	31/08/11	Ensure the documented procedures are in line with the relevant guidance and in the Feed Law Code of Practice.	Completed	<p>Work on authorisations and competence across Regulatory Services is currently tasked to a Lead Officer within the Complaints and Investigations Team.</p> <p>Authorisations have been linked to the competency matrix.</p> <p>Legal Services are working on an overarching Scheme of Delegation which will be implemented once completed.</p>

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
<p>3.1.12(ii) Develop and implement a suitable method of identifying and assessing officer competency and training requirements to ensure that all officers are appropriately authorised under relevant food and feed legislation. [The Standards – 5.4]</p>	<p>31/12/11</p>	<p>Develop a skills matrix and competency records to ensure officers current competencies and future training needs are clearly documented and retained in a central location rather than with individual officers / in individual appraisal records.</p>	<p>Completed</p>	<p>Team Leader (Compliance and Commercial Support) has been tasked with developing a skills matrix across Regulatory Services. Food and Feed competencies are included within this tasking. Food competencies are already recorded by the appropriate Lead Officer to ensure all Food Officers maintain the required CPD hours and practical experience.</p> <p>A skills competency matrix for feed officers has been developed and populated which will be kept under review annually to ensure officer competencies are maintained. Both managers and officers will have responsibility for identifying gaps in competency and highlighting the need for update training where applicable.</p>

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
3.1.12(iii) Ensure all officers, including the Lead Officer complete the necessary HACCP CPD training in accordance with the Feed Law Enforcement Code of Practice and ensure that records of qualifications and training are routinely retained. [The Standard – 5.4 and 5.5]	Completed	Records of qualifications and training to be incorporated into the documentation as detailed for 3.1.12(ii) and in accordance with the relevant Code of Practice.	Completed	<p>A Lead Officer has been tasked to identify appropriate training and a commitment has been made to ensure all Officers maintain the necessary CPD as outlined in the Code of Practice.</p> <p>All officers responsible for enforcing feed have undergone recent training to ensure their CPD requirements are up to date.</p> <p>Records are now maintained individually on site.</p>

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
<p>3.2.7 Update current procedures to include the systematic monitoring of imported feed at the relevant port in accordance with the Framework Agreement. [The Standard – 12.3]</p>	<p>31/08/11</p>	<p>Procedures to be updated to include systematic monitoring of imported feed in accordance with the Framework Agreement.</p>	<p>Ongoing</p>	<p>Competent officer assigned to review the procedures and submit them for review to Team Leader.</p> <p>The Imported Feed Procedure had been completed and contact with the company storing feed at the Port had been re-established. The company is now TASCSC assured. The new feed officer has carried out a general overview of the Port and carried out an inspection. The company had been made aware of the need to inform the LA of third country imports. Information regarding shipments was received via email or telephone and stored on the database as a service request. The company would be asked to send shipment information even if it wasn't specifically for feed to ensure product that is not necessarily feed but can be used in the manufacture of feed is also monitored.</p>

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
3.2.13 Develop and implement enforcement procedures to cover the full range of feed law enforcement activities, including those related to imported feed in accordance with the Feed Law Enforcement Code of Practice. [The Standard – 15.1]	31/10/11	Enforcement procedures to be developed and implemented to cover the full range of feed law enforcement activities. This needs to be done under the supervision of the (as yet to be appointed) Lead Officer Animal Health/ Feed.	Completed	Comprehensive service wide enforcement policy in existence. Enforcement procedures have been drafted and will be implemented as soon as possible. Procedures will continue to be regularly reviewed and updated.
3.2.18 Set up, maintain and implement a procedure for the initiating and responding to feed alerts and RASSF notifications. Document any response and any outcome of any feed alert. [The Standard – 14.1, 14.3 and 14.4]	31/08/11	Set up, maintain and implement a procedure for initiation and response to food alerts and RASSF notifications including the documentation of responses and outcomes.	Completed	Team manager (Compliance and Commercial Support) tasked with ensuring the necessary coding is applied to the current database to facilitate the effective and accurate recording of feed alerts. RASFF procedure has been implemented and subsequently updated to include the initiation of RASFFs.

TO ADDRESS RECOMMENDATION (INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	PROGRESS	ACTION TAKEN TO DATE
3.3.4 Develop and maintain documented risk based internal monitoring procedures to include imported feed law enforcement activities at the Port and imported feed monitoring activities in accordance with the Feed Law Enforcement Code of Practice. [The Standard – 19.1 and 19.3]	31/08/11	Document risk-based internal monitoring procedures for all service areas including feed law enforcement.	Completed	<p>Team Manager (Compliance and Commercial Support) and IT support Lead officer jointly tasked with ensuring the current database allows monitoring reports to be accessed by all Team Leaders / Lead Officers. New monitoring regime pilot is rolled out by Animal Health and will be appointed by all Teams in due course.</p> <p>Internal monitoring checks have been incorporated into the new procedures. Monitoring checks are to be documented.</p>

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<p>3.3.7 Maintain up to date, accurate and comprehensive records in retrievable form for all imported feed activities. [The Standard – 16.1]</p>	<p>31/08/11</p>	<p>Maintain effective, retrievable records in relation to all imported feed activities.</p>	<p>Completed</p>	<p>Team manager (Compliance and Commercial Support) tasked with ensuring the necessary coding is applied to the current database to facilitate the effective and accurate recording of all activities including imported feed. Team Manager (Compliance and Commercial Support) and IT support Lead officer jointly tasked with ensuring the current database allows retrieval of all activity records. Ongoing issues in relation to retrieval of information from the database. A populated spreadsheet is being used to mitigate this ongoing problem.</p> <p>Records of contact and monitoring at the Port are being maintained.</p> <p>FSA grant aided visits are being carried out and FSA form for recording observations made on-site is in use.</p>